

SkillsLink News

Summer 1991

Volume 1 Number 3

CAZON
SK30
-544

It may be SkillsLink's Birthday, but the presents are for you!

SkillsLink was officially one year old on May 16th this year.



Heather Barnett, Manager of Educational Services for the Ministry of Municipal Affairs handed out chocolate cigars to staff members

who attended a SkillsLink demo to celebrate the installation of SkillsLink.

In this issue of SkillsLink News, we are delighted to announce some enhancements that will help to make your training decisions simpler.

Customized SkillsLink Information Sheets going like hot cakes

Seventeen SkillsLink clients have requested complimentary customized SkillsLink information sheets that were announced in the last issue. We are happy to help you market SkillsLink to your colleagues and clients. Call us to order your SkillsLink information sheet.

You Asked for it



SkillsLink goes to university

SkillsLink has recently broadened its coverage to

include all Ontario university continuing education courses and programs

We have already added 1,500 university training resources and will be adding thousands more before the Summer is over. As with all SkillsLink training resources, you can find university continuing education resources by subject, type of training, and organization, in English or French.

New and improved SkillsLink communications diskette

SkillsLink Client Services staff have begun shipping an upgraded version of SkillsLink's customized communications diskette to all our clients. The new version has modified the report program that creates your SkillsLink printouts. It includes a new title page allowing you to enter the name and address of your client plus a three-line description of the search topic.

The new title page is followed by the table of contents. As before, SkillsLink paginates and formats all the training resource information.

In addition to the changes to the printout, this version of SkillsLink's communication diskette has other upgrades that allow you more flexibility. We will be shipping all new diskettes to clients over the next month with more details on the upgrades and how to take advantage of them. We

ask you to return your original communications diskettes to us. We recycle!

Keeping track of time on SkillsLink



Since the last issue of SkillsLink News, some of our clients have expressed an interest in keeping track of SkillsLink usage for their internal accounting.

(continued on reverse)

What SkillsLink clients are saying...

"We use it as a promotional tool for the C.I.T.A.C. We show it to people in the community who are interested in training.

SkillsLink is a great research tool."

Janet Schwass,
Administrative
Support/Secretary,
Grey/Bruce Industrial
Training Advisory
Committee Inc.

Circulate this to:

In response to this, we have designed a **SKILLSLINK SEARCH MONTHLY LOG SHEET** that you can use in conjunction with our itemized monthly invoices. The Log Sheet provides you with an easy means of tracking or charging back the cost of a given search to your client. After you've been monitoring usage for some time, you may find that it would be more cost-effective for you to acquire a block of hours at a discount.

For more information on how you can save money, or to order your Monthly Log Sheet, contact Sue Mowbray at (416) 969-2438 or 1-800-268-0248.

SkillsLink Tips & Tricks

Printing tips

SkillsLink allows you to "collect" training resources from a variety of searches while you are online through the "Select to Print" option from the title screen. Remember to use the "Xmit" option before you go onto another search or disconnect from SkillsLink to ensure that all your training resources are saved on disk. Our Client Services representatives are always happy to provide you with more information on how to get the most out of your time with SkillsLink.

E-mail tricks

We welcome your comments and suggestions through SkillsLink's electronic mail, Option 14 on the main menu. SkillsLink e-mail is fast and it's free! Remember to hit the enter key at the end of each

line so that we are able to get your whole message. Also, please end your message with your name. This allows us to direct our response to you more quickly.

SkillsLink News

Recession-proof pricing

We have not raised our prices this year and in some cases have even lowered them. We have just taken \$50 off the price of a second SkillsLink installation. If you find you are waiting in line to search SkillsLink in your organization, why not get a password for yourself?

You're important to us!



*SkillsLink Client Services team:
Sue, Brenda, and Sandi.*

Sue Mowbray, Sandi Campbell, and Brenda Chong are the people behind the scenes who make sure you get the service and support you deserve.

Sue is the one who can help you with your searches, any technical inquiries, and is our master "SingleSearcher", providing customized searches on request.

Sandi is our technical expert who ensures that the system is

always "plugged in" and that new clients are comfortably set up. In addition, Sandi is the "voice" that responds to all your e-mail.

Brenda is a SkillsLink Data Management Assistant in charge of collecting and updating all of the Registered Private Vocational School training resources. She also backs up Sandi and Sue in providing service to you.

Hot Off the Press from OTC

SkillsLink clients are invited to request a complimentary copy of the Executive Summary of Ontario Training Corporation's first published report: *As Training Moves Toward the Next Decade: A Needs Analysis of Professional Development for Trainers*. A report by George Geis for Ontario Training Corporation. Call Sue Mowbray if you would like a copy.

SkillsLink Trivia

Did you know...that SkillsLink is being used in more than 40 cities from across Ontario.



Pour renseignements en français, composer 1-800-263-9720

News About You

Online Micro-Survey results: response highlights

As promised in the last issue of SkillsLink News, we conducted our first "online survey" from June 17 through June 28. Anyone who logged onto SkillsLink during this time was given an opportunity to respond to our survey questions. Here are some highlights of what you said:

- Almost half (47%) of respondents indicated that SkillsLink serves over 500 people within their organizations; 26% serve between 100 and 500; and 21% serve 10 employees and under.
- Almost half of respondents indicate that SkillsLink delivers the training information they are seeking most (80%) of the time.
- More than one-third of respondents indicate that they find what they are looking for more than 50% of the time. There is always room for improvement. *Let us know what you're not finding. We'll find out why and then we'll fix it!*
- Almost half use SkillsLink both to locate training for purchase and to help produce their training plans. More than one-third use SkillsLink primarily to locate training for purchase. Other respondents use SkillsLink for other purposes.
- More than one-third of respondents indicated that 50% of SkillsLink searches

resulted in the purchase of training. Almost half (45%) indicated that less than 10% of searches resulted in the purchase of training.

- While some respondents felt they hadn't been using SkillsLink long enough to say, here are some of the things about SkillsLink that you identified as most useful:
 - search by subject and organization
 - search by seminars and workshops
 - large number of listings
 - up-to-date information
 - less time to search than using hard copies
 - course details
 - good number of technical courses
 - search by training consultant
 - helpfulness and pleasantness of SkillsLink staff

Your additional comments were varied with both positive comments and suggestions for improvement:

Some of you were uncertain as to the comprehensiveness and currency of our coverage. *Remember, call or e-mail us if you don't find what you need.* We are here to get it for you and your feedback helps to ensure that our collection is complete.

Some of you found that the three minute automatic sign-off when there is no activity is too short. We agree!

Effective immediately, the automatic logoff will occur after **5 minutes** of inactivity.

Some of you had suggestions about how the search screens could be made more efficient. We will be contacting each of you to discuss your ideas.

Upgrades to the system are in the works and your suggestions are important to us.

Upcoming Events

SkillsLink/Lister joint seminar sessions beginning in the fall

Beginning in September, SkillsLink will be holding free SkillsLink/Lister joint seminars. The first in the series will be a joint session with International Tele-film to be held from 8:30 to 10:00 am on September 24 and October 22. Come and see Tom Peters' latest video. Bring a friend and you can receive a discount on your next video. Call Sue Mowbray for details.

Leading Edge Training Technology Conference

A two day conference designed to help the training, business, and organized labour communities meet the training challenge posed by new training technologies entering the workplace (see enclosed flyer for details).

SkillsLink "Training Decisions Made Simple!"

Contact us at:
(416) 969-2438 or
1-800-268-0248 or
Fax: (416) 975-0782



Pour renseignements en français, composer 1-800-263-9720

3 1761 11468455 8

